

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application.

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1. (Currently Amended) A system comprising:  
a user;  
a module to identify the user;  
a voice user interface to facilitate communications between the user and the system;  
a database to store contextual information pertaining to the user; and  
the system to use user-specific contextual information to dynamically change the voice user interface, wherein the voice user interface alters navigational options through the voice user interface that are presented to the user based upon environmental information at the location of the user.

2. (Original) The system of claim 1 wherein the user-specific contextual information comprises:  
an identity of the user; and  
a current location of the user.

3. (Original) The system of claim 1 wherein the user-specific contextual information comprises:  
an identity of the user; and  
a current task of the user.

4. (Canceled) The system of claim 1 further comprising:  
the system to use environmental information to dynamically make changes to the  
voice user interface.

5. (Currently Amended) The system of claim 4-1 wherein the environmental  
information comprises channel characteristics of a communication device that the user  
uses to communicate between the user and the system.

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6. (Currently Amended) The system of claim 4-1 wherein the environmental  
information comprises audio scene information at the location of the user.

7. (Original) The system of claim 1 further comprising:  
a computer program to dynamically generate the ordered delivery of  
heterogeneous information to the user.

8. (Original) The system of claim 7 wherein the ordered delivery of  
heterogeneous information is organized based upon the user-specific contextual  
information.

9. (Original) The system of claim 7 wherein the ordered delivery of  
heterogeneous information is organized based upon environmental information.

10. (Original) The system of claim 7 wherein the ordered delivery of heterogeneous information is organized based upon the sensitivity of the information being delivered to the user.

11. (Currently Amended) The system of claim 4-1 further comprising:  
a telephony interface device capable of communicating to the user in a human voice.

12. (Currently Amended) The system of claim 4-1 further comprising:  
a module to generate a grammar file to enhance the ability of the system to comprehend communications between the user and the system.

13. (Currently Amended) The system of claim 4-1 wherein the environmental information is communicated to the system by the user.

14. (Currently Amended) The system of claim 4-1 wherein the environmental information is determined by the system by comparing the audio scene characteristics at the location of the user to known references and selecting the matching environmental scene.

15. (Currently Amended) A method comprising:  
using user-specific contextual information to change a voice user interface; and  
using environmental information to change the voice user interface; and

altering the security characteristics presented to the user by the voice user interface based upon the environmental information at the location of the user.

16. (Original) The method of claim 15 which further comprises:  
generating the ordered delivery of heterogeneous information to the user based upon the user-specific contextual information.

17. (Original) The method of claim 15 which further comprises:  
generating the ordered delivery of heterogeneous information to the user based upon the environmental information.

18. (Currently Amended) An apparatus comprising:  
a means for using user-specific contextual information to change a voice user interface; and  
a means for using environmental information to change the voice user interface;  
and  
means for altering the security characteristics presented to the user by the voice user interface based upon the environmental information at the location of the user.

19. (Original) The apparatus of claim 18 which further comprises:  
a means for prioritizing and ordering voice content to the user based upon user-specific contextual information.

20. (Original) The apparatus of claim 18 which further comprises:  
a means for prioritizing and ordering the ordered delivery of heterogeneous information  
to the user based upon the environmental information.

21. (Currently Amended) A machine-readable medium that provides  
instructions, which when executed by a machine, cause the machine to perform  
operations comprising:  
using user-specific contextual information to change a voice user interface; and  
using environmental information to change the voice user interface; and  
altering the navigational options through the user interface presented to the user  
by the voice user interface based upon the environmental information at the location of  
the user.

22. (Original) The machine-readable medium of claim 21, which causes the  
machine to perform the further operations comprising:  
prioritizing and ordering voice content delivered to the user based upon the user-  
specific contextual information.

23. (Original) The machine-readable medium of claim 21, which causes the  
machine to perform the further operations comprising:  
prioritizing and ordering the ordered delivery of heterogeneous information to the user  
based upon the environmental information.

## REMARKS/ARGUMENTS

Reconsideration of this application as amended is respectfully requested. Claims 1, 3, 7, 8 and 10 are rejected under 35 U.S.C. § 102(b) as being anticipated by U.S. patent number 5,915,001 by Uppaluru ("Uppaluru"). Claims 2, 4-6, 9, 11-23 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Uppaluru in view of U.S. patent number 5,970,446 by Goldberg et al. ("Goldberg").

Claim 4 has been canceled without prejudice. Claims 1, 5, 6, 11-15, 18, and 21 have been amended.

The Examiner rejected Claims 1, 3, 7, 8 and 10 under 35 U.S.C. § 102(b) as being anticipated by Uppaluru.

However, applicant respectfully asserts that claim 1, as amended, is not anticipated by Uppaluru under 35 U.S.C. § 102(b). Claim 1, as amended, states:

1. A system comprising:
  - a user;
  - a module to identify the user;
  - a voice user interface to facilitate communications between the user and the system;
  - a database to store contextual information pertaining to the user;
  - and
  - the system to use user-specific contextual information to dynamically change the voice user interface, wherein the voice user interface alters navigational options through the voice user interface that are presented to the user based upon environmental information at the location of the user.

(Emphasis Added)

The office action acknowledges Uppaluru does not teach use of environmental information to dynamically make changes to the voice user interface. (See Office Action page 5) Applicant asserts that Uppaluru is completely silent regarding a voice user interface altering navigational options through that voice user interface, which are

presented to the user based upon environmental information at the location of the user. Therefore, Uppaluru does not disclose each and every limitation of claim 1. As such, claim 1, as amended, is not anticipated by Uppaluru under 35 U.S.C. § 102(b).

Given that claims 3, 7, 8 and 10 depend from and include the limitations of claim 1, applicants submit that claims 3, 7, 8 and 10 are not anticipated by Uppaluru under 35 U.S.C. § 102(b).

Claims 2, 4-6, 9, 11-23 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Uppaluru in view of Goldberg. The Examiner states:

However, Goldberg teaches:

"the system to use environmental information to dynamically make changes to the voice user interface" (col. 3, lines 7-16);

...  
Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to use Goldberg's teaching in the invention of Uppaluru's invention to know the user's current location to better recognized the user input speech and correctly responding to the user based on the recognition of the speech.

(Office Action pages 5-6)

However, applicant respectfully asserts that claim 1, as amended, is not obvious in view of Uppaluru and Goldberg.

Applicant asserts that Goldberg does not disclose altering navigational options through the voice user interface. Goldberg is completely silent on altering navigational options through a voice user interface. Accordingly, Goldberg does not disclose altering navigational options through the voice user interface that are presented to the user based upon environmental information at the location of the user.

As discussed above, Uppaluru is completely silent regarding a voice user interface altering navigational options through that voice user interface, which are presented to the user based upon environmental information at the location of the user.

Further, neither Uppaluru nor Goldberg, individually or in combination, hints or actually suggests altering navigational options through the voice user interface that are presented to the user based upon environmental information at the location of the user. Therefore, neither Uppaluru nor Goldberg, individually or in combination, disclose each and every limitation of claim 1. As such, claim 1, as amended, is not rendered obvious by Uppaluru in view of Goldberg under 35 U.S.C. § 103(a).

Given that claims 2, 4-6, 9, and 11-14 depend from and include the limitations of claim 1, applicant submits that claims 2, 4-6, 9, and 11-14 are not obvious in view of Uppaluru and Goldberg.

Likewise, applicant respectfully asserts that claim 21, as amended, is not obvious in view of Uppaluru and Goldberg. Independent claim 21, as amended, states:

21. A machine-readable medium that provides instructions, which when executed by a machine, cause the machine to perform operations comprising:

using user-specific contextual information to change a voice user interface;

using environmental information to change the voice user interface; and

altering the navigational options through the user interface presented to the user by the voice user interface based upon the environmental information at the location of the user.

As discussed above, neither Uppaluru nor Goldberg, individually or in combination, hints or actually suggests altering navigational options through the voice user interface that are presented to the user based upon environmental information at the location of the user. Therefore, neither Uppaluru nor Goldberg, individually or in

combination, disclose each and every limitation of claim 21. As such, claim 21, as amended, is not rendered obvious by Uppaluru in view of Goldberg under 35 U.S.C. § 103(a).

Given that claims 22 and 23 depend from and include the limitations of claim 21, applicant submits that claims 22 and 23 are not obvious in view of Uppaluru and Goldberg.

Claims 15-17 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Uppaluru in view of Goldberg. However, applicant respectfully asserts that claim 15, as amended, is not obvious in view of Uppaluru and Goldberg. Independent claim 15, as amended, states:

15. A method comprising:
  - using user-specific contextual information to change a voice user interface;
  - using environmental information to change the voice user interface;
  - and
  - altering the security characteristics presented to the user by the voice user interface based upon the environmental information at the location of the user.

(Emphasis Added)

Uppaluru specifically discloses and teaches presenting a static user identification and security check each time a user calls. Uppaluru discloses:

When a user calls into the distributed voice and speech processing system associated with the voice web, the system first identifies the user utilizing a unique account number (such as phone number or social security number). Next, it accesses the user's personal profile using the corresponding URL and retrieves the user attributes and preferences related to authentication and security. Using this personal profile information, the voice web system authenticates the identity of the user using a combination of personal identification code based password checking and voice imprint matching. The voice imprint is any sufficiently long utterance or phrase that the user has previously entered into his/her profile. Each user's voice imprint is analyzed and stored in the profile for

quick matching on demand with a real-time provided user sample. The combination of every individual's unique vocal characteristics stored in the voice imprint coupled with the random choice of the password phrase ensures a high degree of security and authentication.

Once authenticated, the user is allowed to navigate and access more information from the voice web using voice commands. In order to effectively accomplish this task, the voice web system retrieves the context independent command and control key word set from the user's speech profile.

The voice web system then presents a top level voice web personal home page for user's perusal. (Col. 3, Lns. 1-25)

Uppaluru further discloses:

During login processing 602, the login agent answers the call and presents a standard login form to the subscriber. A login form is a voice form for collecting and submitting login information including subscriber account number and the subscriber PIN. After a subscriber enters the login information (into the login form) and submits the login form, the login agent uses the login information to retrieve the URL of the subscriber's personal voice web home page 301. (Col. 15, Lns. 58-65)

As discussed above, Goldberg does not disclose altering any navigational options presented a user by the voice user interface. Applicant asserts that Goldberg is completely silent on altering the security characteristics presented to the user by the voice user interface based upon the environmental information at the location of the user.

Further, neither Uppaluru nor Goldberg, individually or in combination, hints or actually suggests altering the security characteristics presented to the user by the voice user interface based upon the environmental information at the location of the user. Therefore, neither Uppaluru nor Goldberg, individually or in combination, disclose each and every limitation of claim 15. As such, claim 15, as amended, is not rendered obvious by Uppaluru in view of Goldberg under 35 U.S.C. § 103(a).

Given that claims 16 and 17 depend from and include the limitations of claim 15, applicant submits that claims 16 and 17 are not obvious in view of Uppaluru and Goldberg.

Likewise, applicant respectfully asserts that claim 18, as amended, is not obvious in view of Uppaluru and Goldberg. Independent claim 18, as amended, states:

18. (Currently Amended) An apparatus comprising:  
a means for using user-specific contextual information to change a voice user interface;  
a means for using environmental information to change the voice user interface; and  
means for altering the security characteristics presented to the user by the voice user interface based upon the environmental information at the location of the user.

(Emphasis Added)

As discussed above, neither Uppaluru nor Goldberg, individually or in combination, hints or actually suggests a means for altering the security characteristics presented to the user by the voice user interface based upon the environmental information at the location of the user. Therefore, neither Uppaluru nor Goldberg, individually or in combination, disclose each and every limitation of claim 18. As such, claim 18, as amended, is not rendered obvious by Uppaluru in view of Goldberg under 35 U.S.C. § 103(a).

Given that claims 19 and 20 depend from and include the limitations of claim 18, applicant submits that claims 19 and 20 are not obvious in view of Uppaluru and Goldberg.

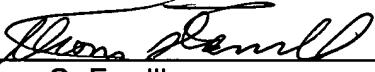
**Conclusion**

It is respectfully submitted that in view of the amendments and remarks set forth herein, the rejections and objections have been overcome. Applicant respectfully requests that a timely Notice of Allowance be issued in this case. A petition for an extension of time is submitted with this amendment. Applicants reserve all rights with respect to the application of the doctrine equivalents. If there are any additional charges, please charge them to our Deposit Account No. 02-2666.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Dated: 11-17, 2003

  
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